## MyVA VERIFICATION PROCESS MODEL INTAKE **DECISION** PRE-QUALIFICATION COMPLEX **ASSESSMENT COMPLEX** VOSB Fed Reviewer Assessor Director Federal Review Coordinator Reviews list of new cases in dashboard and assigns the cases to Portfolio Manager 300.0 START PRE-QUALIFICATION COMPLEX YOSB Show business registration confirmation, instructions and options, Vets confirm (Webniar, PTAC, Call Center and Welcome Call) 101.E EXIT RISK TEAM Process Site Visit findings Case Coordinator Assign case to PM. Records in VCMS and Spreadsheet VOSB Provide Clarification Documents • 100 series: Intake • 200 series: PQA Simplified Case Escalation (4) Received • 300 series: PQA SYSTEM Send 0877 completion email to the owners and business rep. Change workflow status Complex • 400 series: 504.b1 —15% Ineligible Findings— Assessment Simple • 500 series: Assessment Comple • 600 series: Decision Case Analyst Checks BIRLS/ EPLS of remaining owners Involuntary Withdrawal Communicate with Vets on intent to Case Analyst Perform pre-qual screening. Check profile issues Create and upload the accepted CCR System withdraws th Involuntary Withdrawal MyVA Model Version 1.0 03/25/2016 VOSB Provide Documents PRE-QUALIFICATION COMPLEX PRE-QUALIFICATION SIMPLIFIED Analyst and Assessor without formal escalation 30% of the time. (10/60/20) PRE-QUALIFICATION SIMPLIFIED ASSESSMENT SIMPLIFIED Simplified Case Escalation (4) Sent Case Analyst Prepare Exit Email